

*Fig. 1*

09916051-073001  
100320-15031650

09918091.073001

CALL SCREEN

FILE CONTACT PHONE HELP

CONTACT NAME: FIRST LAST SSN

CONTACT DISCUSSION

ACCOUNT ADMIN/MAINT

ACCOUNT MAINT-OTHER

ASSET ALLOCATION & ERISA

ASSET ALLOCATION & ERISA

IP ROLE SPOUSE

Fig. 2

CALL SCREEN

FILE CONTACT PHONE HELP

CONTACT NAME: FIRST LAST SSN

CONTACT DISCUSSION

CONTACT HISTORY

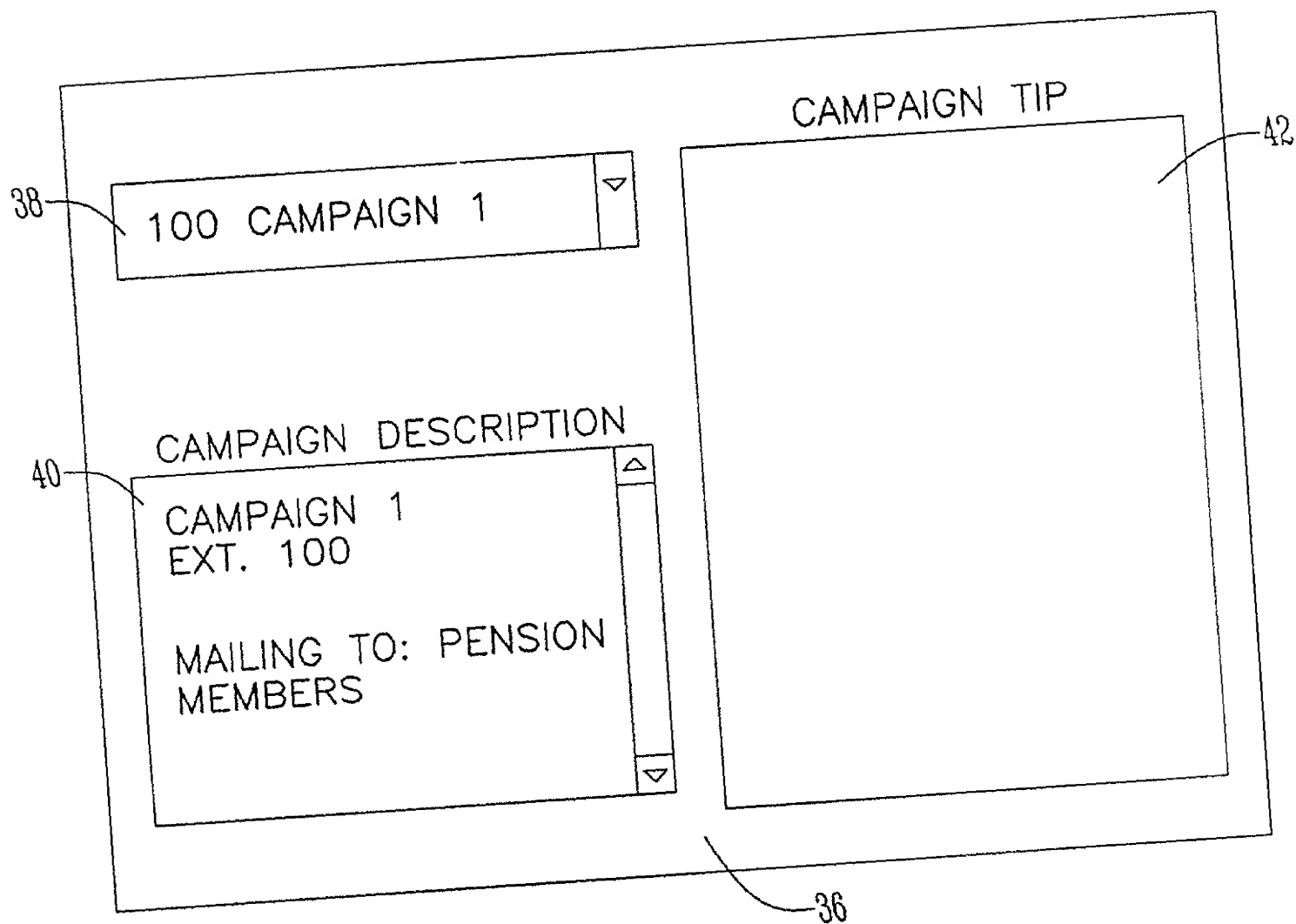
SCHEDULED CONTACTS

ASSOCIATED CAMPAIGNS

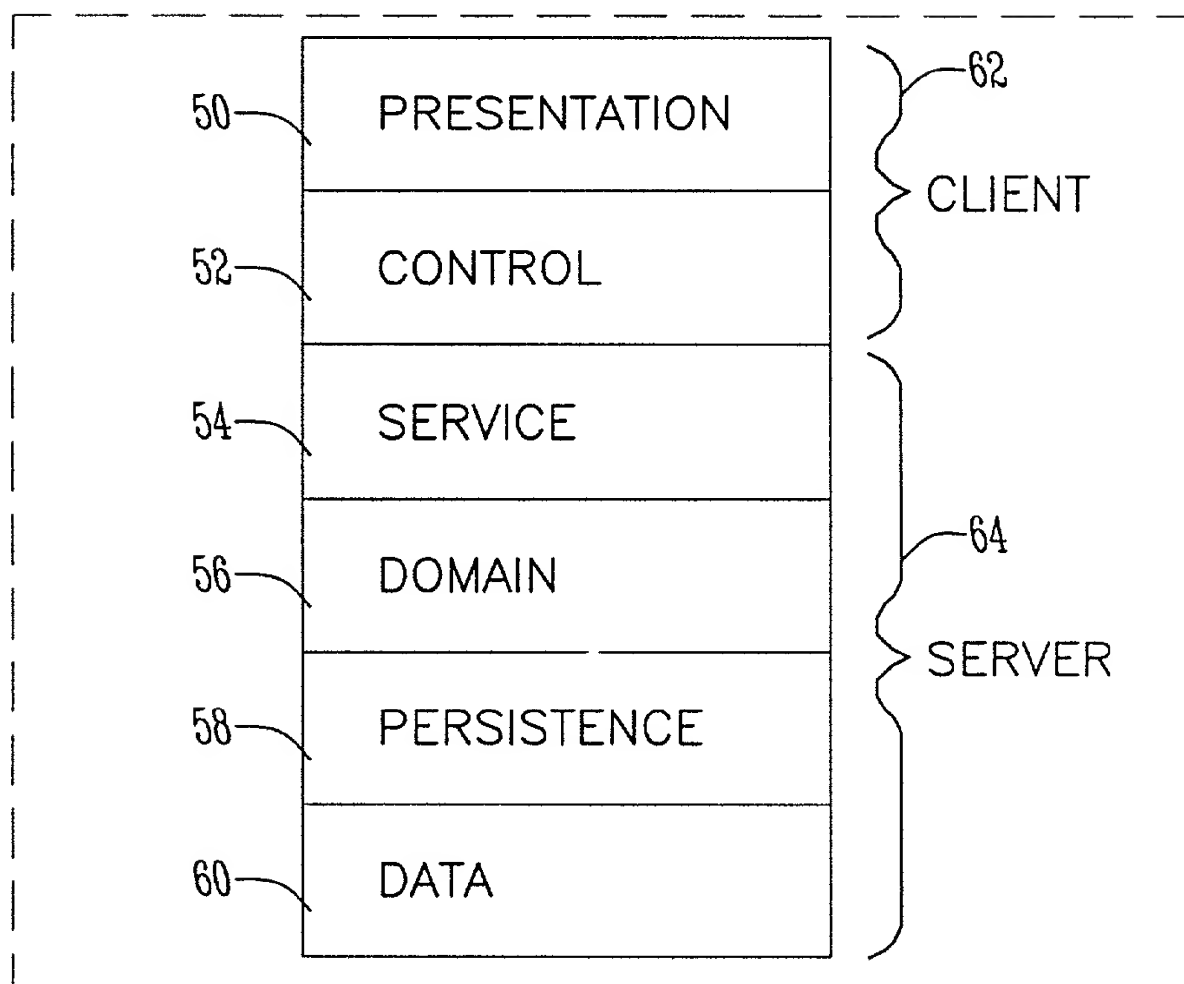
CURRENT CAMPAIGN

09/18/01 07:30:01

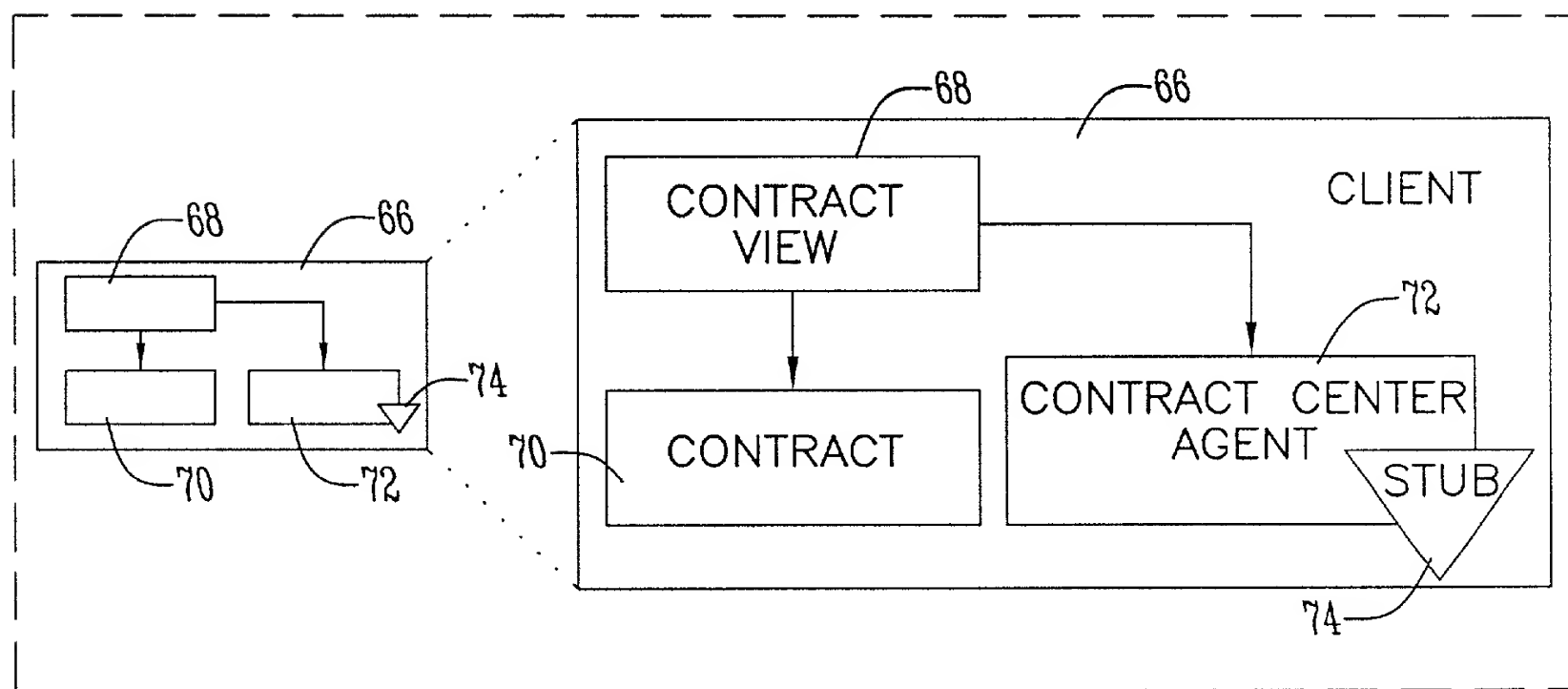
Fig. 3



*Fig. 4*



*Fig. 5*



*Fig. 6*

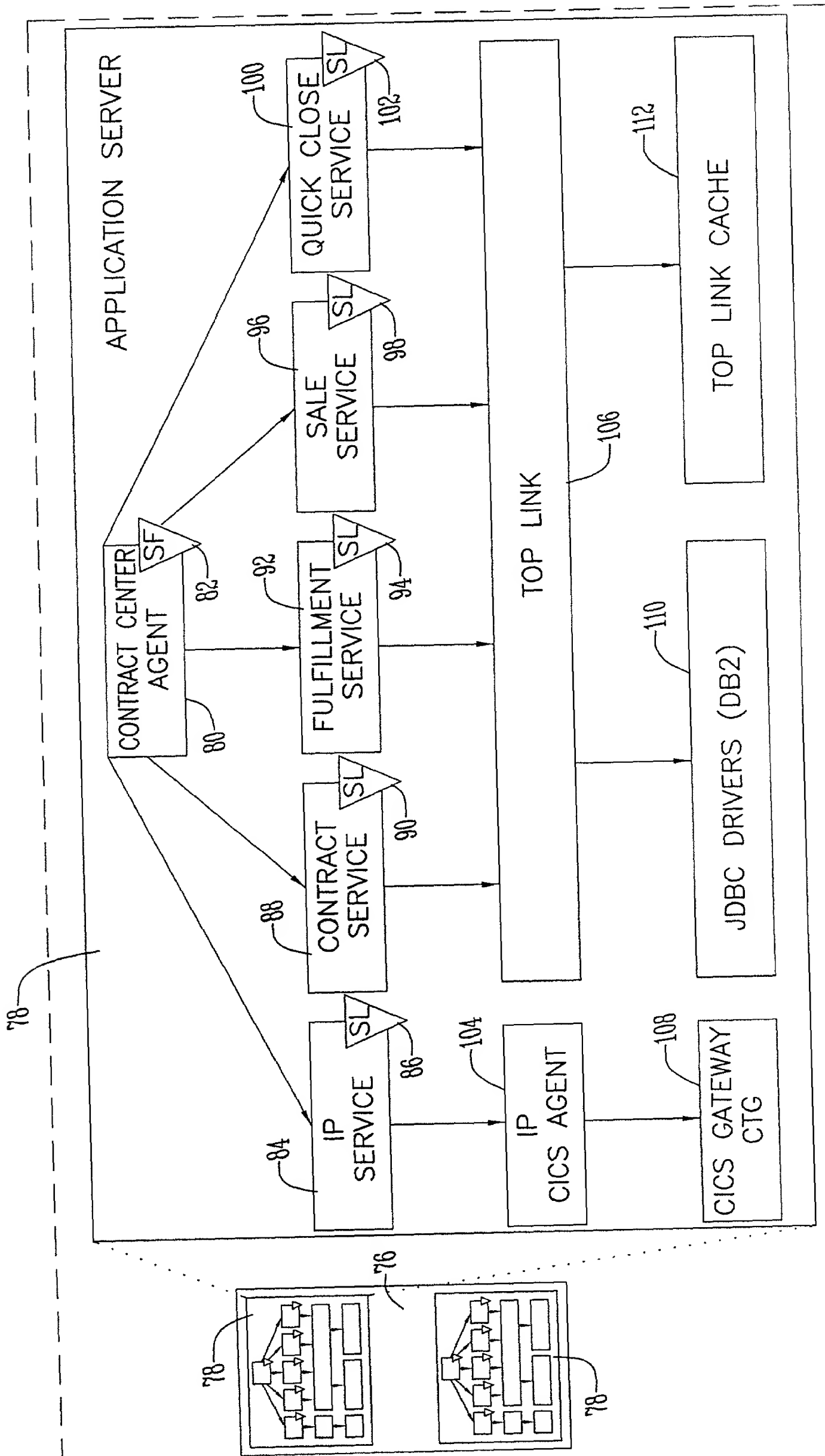
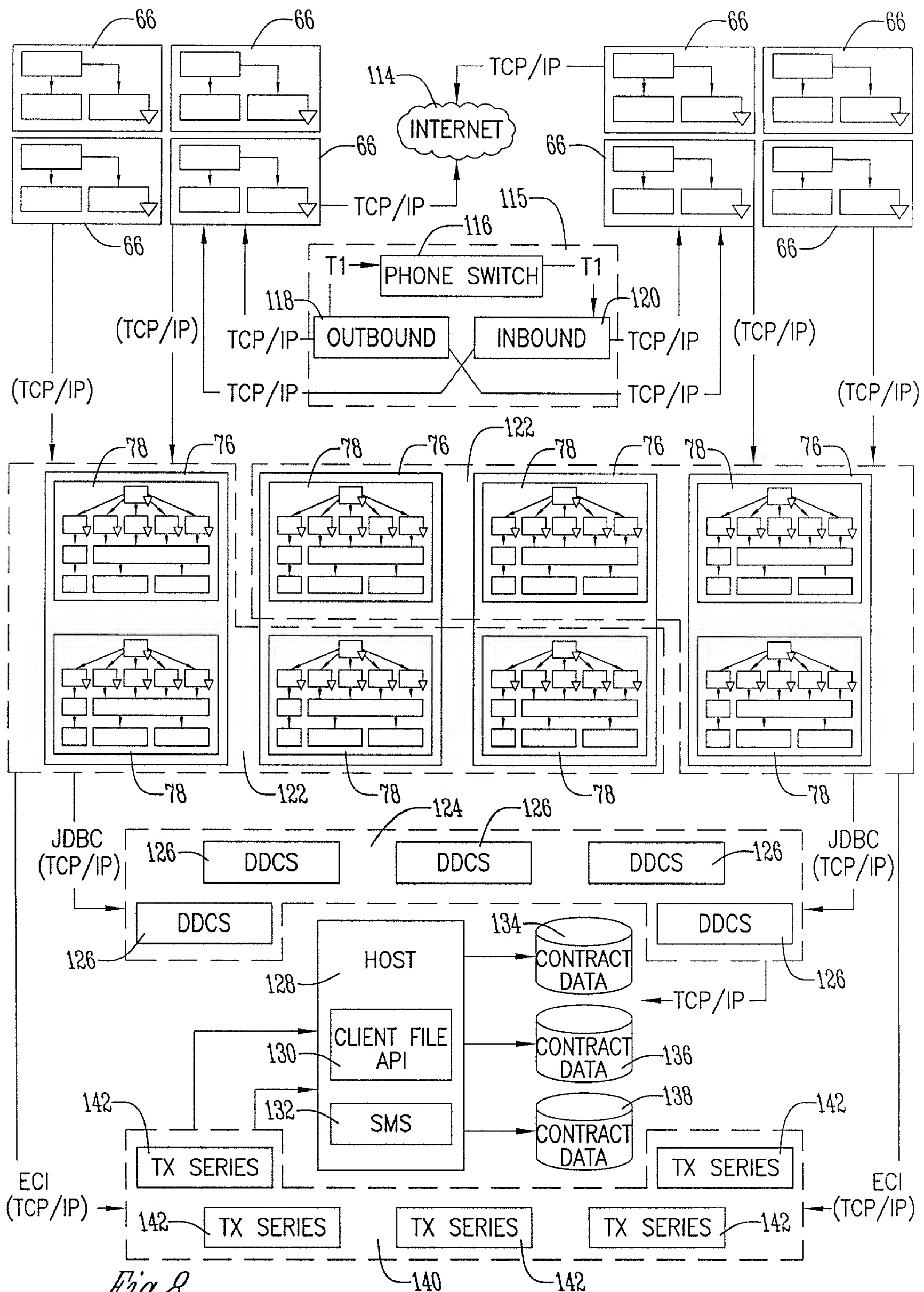


Fig. 7



*Fig. 8*